

DEDICATION

It is dedicated to Almighty Allah, the giver and taker of wisdom, knowledge and understanding. And Also to my inestimable parents, **MR. AND MRS. AJADI** who happens to be the instrumental of my education, and for their counseling, patience and encouragement given to me.

ACKNOWLEDGEMENT

All thanks to Allah for making this SIWES a reality. My profound gratitude goes to the Head, Department of Tourism Management Department (**MRS. OYETORO**), Kwara State Polytechnic, Ilorin, Kwara State for his word of advice.

I wish to express my sincere appreciation to some of my lecturers and many to mention but few, for the great wisdom and knowledge impacted in me.

I also used this medium to appreciate the support of my parents, **MR. AND MRS. AJADI** for their physical, moral, spiritual and financial supports that was given to me during the course of my SIWES programmed.

My appreciation will not be completed if I fail to appreciate my SIWES coordinator (**MR. ADEKULE**) and other staff at Tourism department

ABSTRACT

This report gives the account of the training I undergone at TOURISM DEPARTMENT It includes all the experience I acquired during the course of my SIWES at the tourism training department

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CHAPTER ONE

INTRODUCTION

Students Industrial Work Experience Scheme (SIWES) is a very big aid and a stepping stone to life after school. It is an opportunity given to students to put into practice most of the things that were taught as theory by lecturers in the Institution.

TOURISM DEPARTMENT has been a great aid to this programmed because it gives more enlightenment on what Hardware & Software programmed is all about. As a result of this, SIWES gives students more orientation and exposure to students in their course of training.

MEANING OF SIWES

Students Industrial Work Experience Scheme (SIWES) is the accepted skills training programmed, which forms part of the approved minimum academic standards in the various degree programmers for all the Nigerian Universities. It is provided to bridge the gap that exists between the theory and practical.

It is aimed that exposing students to machines and equipment, professional work methods and way of safeguarding the work areas and workers in industries and other organizations.

OBJECTIVE OF SIWES

- To prepare students for the work situations they are likely to meet after graduation
- To provide an avenue for students in the Nigerian Institution to acquire industrial skills and experience in their course of study
- To strengthen employer's involvement in the entire educational process of preparing institution graduates for employment in industry
- To provide students with an opportunity to apply their theoretical knowledge in real work situation, thereby bringing the gap between institution work and actual practice.
- To expose students to work methods and techniques in handling equipments and machinery that they may not available in universities.

HISTORY OF SIWES IN NIGERIA

In the earlier stage of science and technology education in Nigeria, students were graduating from their respective institution without any technical knowledge or working experience. It was in this view that students undergoing science and technology related courses were mandated for students in different institution in the view of widening their horizons so as to enable them have technical knowledge or working experience before graduating from their various institutions. The Students Industrial Training Funds (ITF) 1973 to enable students of tertiary institutions have basic knowledge of industrial works base on their course of study before the completion of their program in their respective institutions. The scheme was designed to expose the students to industrial environment and enable them develop occupational competencies so that they can readily contribute their quota to National economic and technological development after graduation.

The major background behind the embankment of students in SIWES was to expose them into industrial environment and enable them develop occupational competencies so that they can readily contribute their quota to national economical and technological development after graduation. The major benefit acquiring to students who participate consistently in SIWES are skills and competencies they acquired.

The relevant production skill remain the part of the recipients of industrial training as long as assets which cannot be taken away from them. This is because the knowledge and skills acquired through training are internalized and become relevant when required to perform jobs or functions.

CHAPTER TWO

OVERVIEW OF THE ORGANIZATION

Offering a cheap accommodation for guests on a budget at Tourism Department at Kwara State Polytechnic Ilorin Kwara State. The Tourism is moving of people from one place to another either for physical benefit or spiritual for physical benefit is for friend, sport, family, recreation, Places where tourism professional can work airport and travel agency.

Hostel as front office, desk airport as a tour guide at the zoo garden, amusement park and national park. We can work as an air hostess, we can work as a state tourism board, we can work as an event management, and we can work as a lecturer and teacher.

A tourism professional are people that organize the tourist from the state of organization during the journey and at the destination. Some of the professional are the travel agency transport company the tour guide hotel industry etc

DESCRIPTION OF WORK DONE

During my training program, the first week of resumption, I was shown all the departments in the organization through which I was attached into one of the department I was oriented on how to make good relationship with customers as far as Tourism work is concern. Normal meeting time starts in the morning at 8:00am to 8:30am which lasts for thirty minutes in which I was punctual throughout.

CHAPTER THREE

VARIOUS DEPARTMENTS AT THE NIGERIAN TOURISM CENTER

- ❖ **1. Tourism Development Department**
- ❖ **2. Marketing and Promotion Department**
- ❖ **3. Research and Statistics Department**
- ❖ **4. Tourism Information Department**
- ❖ **8. Finance and Accounts Department**
- ❖ **10. Legal Department**

GENERAL EXPERIENCE ACQUIRED

Tourism Operations

1. Tour planning and management: Understanding the process of planning and managing tours, including creating itineraries, booking accommodations, and arranging transportation.
2. Tour guiding: Developing skills to lead and guide tourists, providing information on attractions, and ensuring their safety and satisfaction.
3. Customer service: Providing excellent customer service, responding to inquiries, and resolving complaints.

Destination Management

1. Destination knowledge: Acquiring in-depth knowledge of local attractions, culture, and history.
2. Destination marketing: Understanding how to promote and market destinations, including creating marketing materials and campaigns.
3. Destination development: Contributing to the development of new tourism products and services.

Administration and Management

1. Office administration: Developing skills in office administration, including record-keeping, budgeting, and reporting.
2. Staff management: Supervising and managing staff, including training, performance management, and conflict resolution.
3. Financial management: Understanding financial management principles, including budgeting, forecasting, and financial reporting.

Marketing and Promotion

1. Marketing research: Conducting market research to understand tourist behavior, preferences, and trends.
2. Marketing campaigns: Developing and implementing marketing campaigns to promote destinations and tourism products.
3. Social media management: Managing social media platforms to promote destinations and engage with tourists.

Cultural and Environmental Awareness

1. Cultural sensitivity: Developing cultural sensitivity and awareness, including understanding local customs, traditions, and protocols.
2. Environmental awareness: Understanding the importance of environmental conservation and sustainability in tourism.
3. Community engagement: Building relationships with local communities and stakeholders to promote tourism development.

Soft Skills

1. Communication and interpersonal skills: Developing effective communication and interpersonal skills to work with tourists, staff, and stakeholders.
2. Problem-solving and adaptability: Developing problem-solving and adaptability skills to respond to unexpected situations and challenges.

3. Time management and organization: Developing time management and organization skills to prioritize tasks, manage multiple projects, and meet deadlines.

These experiences can be valuable in various careers, including tourism management, hospitality, marketing, and customer service.

PROBLEMS/CHALLENGES FACED DURING SIWES

I had the most problem searching for a place of attachment for my industrial training because most of the organization rejects my request due to one reason or the other. I encountered the listed below problems during my SIWES program:

- Inadequate funds/financial difficulties
- Inadequate facilities, there is no accommodation facility for the SIWES students which makes the program a little bit difficult for me.
- Inaccessible machines. Most of the SIWES students are banned from some equipments, thus; given less opportunity to operate while they ask us to learn from them while operating it.

CHAPTER FOUR

SUMMARY OF THE WORKDONE

Lucidly, the report tells more about my industrial training held at the TOURISM DEPARTMENT at Kwara state polytechnic, Ilorin, Kwara State. The experience centres on the knowledge I gained as a student of Tourism Management Technology

RECOMMENDATIONS

I recommended that Government NBTE should make money available for the students that are on SIWES. I also recommended that equipments that should be made available in the school for the students to understand the practical aspect of the study. While this, the duration of the training should be extended for more training experience. Frequent and proper supervision should be made by the school managements to create room for seriousness among SIWES students.

CONCLUSION

The SIWES program undergone at TOURISM DEPARTMENT at kwara state polytechnic, Ilorin Kwara State afforded me an in-depth exposure to some of the practical aspect of Mass Communication. I was opportune to be directed to TOURIST CENTER where I was introduced to many things in term of charcoal business..

The programmed has been highly enlightening, interesting, beneficial and successful.

Without this training, the Ordinary National Diploma program (OND) would have been incomplete because it is a program that has really helps students to appreciate all the theoretical aspects of the work given at the institution. The aspiration of which the scheme was undergone was highly achieved.